Premium
REFLEXES

Alcatel **OmniPCX 4400**

ALCATEL

User guide
Premium REFLEXES Alcatel OmniPCX 4400

Your Premium REFLEXES terminal provides simple and quick access to all the services and functions offered by your Alcatel OmniPCX 4400 system.

This User guide gives:

- a full description of your terminal,
- an alphabetic index of services and functions available,
- a step-by-step guide explaining how to use the services and functions, in three sections:
    - Your calls
    - For your convenience
    - While you are away

Your Premium REFLEXES terminal and your Alcatel OmniPCX 4400 system will provide everything you need from a telephone system.

Note: The availability of some of the functions described in this guide may depend on your system version or configuration. If in doubt, consult your system manager.

Name:	Tel. No.: .....
Fax No.:	GSM No.: .....
e-mail address:	DECT No.: .....

Symbols used in the documentation

The action “Press” is represented by ☞

User-programmed or fixed keys are represented by

All preset or customized function codes are fully explained in the code table included with this documentation.

The programming of keys, to customize your terminal, is described on page 34.
A list of available functions is given on page 36.

System information

Depending on the software release installed on your system (R2 or R3), some of the preprogrammed keys on your terminal are different. These keys are described in the **"Description of Terminal"** chapter, in the paragraph **"Programmable keys and icons"**.

Also, depending on your system configuration and irrespective of the software release installed, your terminal can be single-line (you have no line keys) or multi-line (you have at least two line keys).

On a multi-line terminal, the enquiry call function can be configured in one of two modes:Sur un poste multiligne la fonction double-appel peut être configurée suivant le mode :

- single-line (or PABX) mode,
- multi-line (or key system) mode.

This difference notably implies different activation of the enquiry call, broker call and transfer functions, depending on the selected mode.

Note: For further information concerning your system configuration, consult your system manager.

DESCRIPTION OF TERMINAL

Display

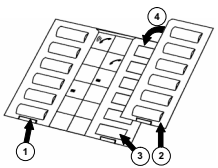
Your terminal has a display which can contain several pages. If there is another page, the symbol " >" will appear on the right of the display.
To move from page to page, use the ▷ and ◁ keys.
When your terminal is idle, the display gives you information on the state of the terminal (forwarding that has been programmed in, for example), or the date and time if nothing has been programmed in.
During a call, the display gives you information about your correspondent or the current conversation.

The green LED indicates that messages have been received.

Fixing the label on the terminal

A printed label is supplied with the terminal. This should be fixed under the programmable keys.

① Insert flat " blade" into the slot (1 slot for each block of keys).
② Raise the cover.
③ Slide the printed label into position.
④ Replace the cover.

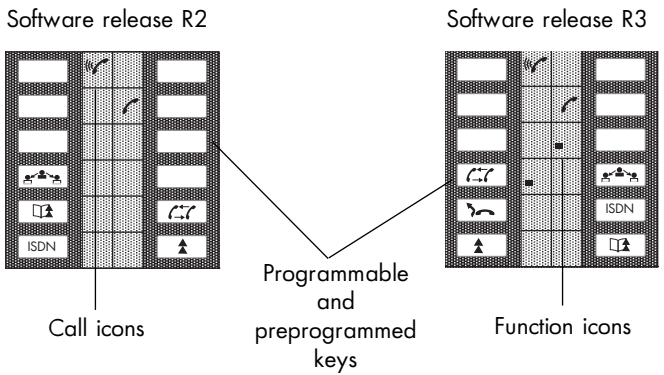


Programmable keys and icons

Depending on the software release installed on your terminal, in single-line configuration, the terminal has 5 or 6 preprogrammed keys and 7 or 6 keys which can be programmed by yourself or by your installation technician:

- to monitor the status of a terminal,
- to call an internal or external number directly,
- to access a function.

In multi-line mode, your terminal has two fewer preprogrammed keys (and) but has at least two line keys among the programmable keys.



The following icons are associated with the keys:

Call icons

Call being made (flashing).

Call in progress.

Call on hold.

Call on common hold.

Function icons

Function active.

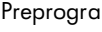
Function requiring action.

Terminal or line busy (supervision).

Preprogrammed keys are:

 : switch from one correspondent to another (single-line terminal)

 : temporarily store a number



: consult the list of unanswered ISDN calls or make an ISDN call

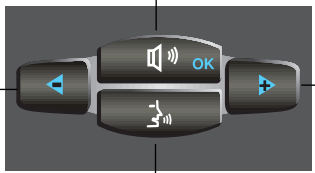
: cancel enquiry call (single-line terminal)

: automatically redial last number dialled

: transfer calls to another terminal

Fixed keys

The fixed keys correspond to the most frequently used functions.



Loudspeaker

reduce loudspeaker volume

increase loudspeaker volume

Hands free: for hands-free operation

End: to terminate a call or programming.

Transfer: to transfer a call to another terminal (multi-line mode)

Message: to access mail services

Information: to go into programming mode or to display information on your terminal.

Directory: to access your personal directory

Secret: to isolate you from your correspondent

Alphabetic keypad

The keypad is used for the **"Call by name"** function.

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YOUR CALLS

Making an external call

Lift the receiver or dial the number directly.
For example, press 9, followed by the number you want. The display screen will show the number you have dialled. The icon relating to the line key will indicate the status of your call:

Note: 9 is the default code for getting an outside line.
You can consult the codes for the ***"Attendant call"*** *and* ***"Direct outside line"*** *functions*

Making an internal call

Lift the receiver or dial the number you require or press a programmed key. The display screen will show the name and number of the person you have called.

Calling the operator

Lift the receiver.
Dial (for example) 0.

Note: 0 is the default code for the "Attendant call" function.

Calling a second person during a conversation (enquiry call)

During a conversation with either an internal or an external caller, you can call a second person. There are several ways of doing this: by dialling the new number, or using a programmed key, or from your personal directory. For the latter, press and then the numerical key you used to record this number.
You will then be put through to the second correspondent.
The first one will automatically be put on hold.
To cancel the second call and return to the first (single-line mode) or the first line key (multi-line mode).
If you press the wrong button, hang up.
Your phone will ring and you will be put through to your first caller.

Calling an associate (your secretary or colleague)

Each terminal may have another line linked to it (an associate) (see **"Changing the associate number"**).
To call the associate line quickly, press the appropriate programmed key or dial the code for the **"Associate call"** function.

Receiving a call

Your terminal rings. The display screen will show the caller's name or number.
To reply, lift the receiver or press the key next to the flashing line number.

Receiving calls during a conversation

During a call, you will be informed that an internal or external caller is trying to ring you by a beep (single line mode) or by a line key flashing (multi-line terminal). The new call is placed on hold and the display screen shows the caller's identity for three seconds.

If you want to answer the call:

On a single-line terminal: dial the code for the **"Consult call on hold"** function.

On a multi-line terminal: press the flashing line key.

The first call will automatically be placed on hold.

To recover the first call:

On a single-line terminal:

On a multi-line terminal: press the corresponding line key.

If you hang up without taking the second call, your telephone will automatically ring again.

If several calls arrive simultaneously, only the last is displayed.

To check the identity of callers on hold and press the flashing line keys.

To cancel this consultation

Note: You can prevent calls from being placed on hold when your line is busy. Dial the code for the function ***"Camp on control"****.*
An outside call will be directed to the operator.

To cancel this restriction, use the same code.
The function remains valid until the next selection.

Transferring a call

If you are in the middle of a conversation, and you want to transfer your caller to another terminal:
dial the number of the other terminal direct.
Your caller will automatically be placed on hold.
Hang up the receiver (single-line terminal) or (multi-line terminal).
With either of the methods given above, you can transfer the call immediately or you can wait to see if the other line answers.

Note: It is not usually possible to transfer calls between two outside lines - this will depend on your national telephone system.

Putting your caller on hold

If you are in conversation with an internal or external caller, you may want to put him on hold, and pick the call up again later on the same terminal.

On a single-line terminal: you must have a key programmed with the **"Park call/retrieve"** function.
You can use this key to park a call and retrieve it later, when you are free.

On a multi-line terminal, press the line key relating to this call. To return to the first caller, press the line key relating to the call.

Picking up a lost call

If you should hang up while a caller is still on hold, the display and the associated line key icon will flash, and your phone will ring. To retrieve the call, pick up the handset, or press the appropriate line key.

Switching from one caller to another (broker calls)

If you are in conversation with one caller and have another one on hold, you can switch back and forth between them.

In single-line mode: You will be talking to the person whose identity is shown on the left of the display screen.

In multi-line mode, press on one or other of the line keys relating to your calls.

Picking up a call on another terminal

Press the corresponding programmed key or dial the code for the **"Direct call pickup"** function.
Dial the number of the terminal which is ringing.

If you belong to a pickup group

You can pick up a call on any terminal in the pickup group from your terminal.
Press the corresponding programmed key or dial the code for the **"Group call pickup"** function.

Calling from your personal directory

and then press the key on the keypad where you have programmed the number.

Calling using a programmed key

Certain programmable keys on your terminal may be allocated to internal or external correspondents or to functions.
Lift the receiver.
Press the programmed key of your choice. The call will be made automatically.
The display screen will show the number being called.

Talking with two other people, internal and/or external, at the same time (conference call)

When you begin a call to a second person, the first is placed on hold. If you want to talk to them both at the same time:
press the appropriate programmed key or dial the code for the **"3 party conference call"** function.

To cancel the conference, repeat the same procedure.
You will then be left speaking to the first caller.
The second call will be cut off.

Note: If you hang up during a conference, the other two speakers will be left talking to each other (if they are both outside correspondents, this will depend on your national telephone system).

Casual conference

This function is only available if your set has a

programmed key.

During a three-way conference, this feature enables the conference initiator to bring in up to three further participants.

Simply press:

followed by the number of the correspondent you want to bring in on the conference; meanwhile, the two other participants can continue talking.

When the correspondent answers, press

to include them in the conference or to return to the existing conference without them.

Every time a new participant joins the conference, a beep is heard. The number of participants is shown on the display.

During a conference call - if you have a multiline set - you can also bring in an incoming call, a picked-up call or a correspondent kept on hold.

To do so, press

after answering or retrieving the call, then proceed as described above.

Parking a caller

You can park a caller - i.e. put him on hold to take the call on a different terminal.

During the call:

1. Press the appropriate programmed key or dial the code for the **"Park call/retrieve"** function.
2. Then dial the number of the other terminal you wish to divert to. The call will automatically be parked, and your caller will hear a waiting tone.

To pick up the parked call on the target terminal, press the appropriate programmed key or dial the code for the **"Park call/retrieve"** function.

Note: If the call is external, and if it is parked for more than a set period of time, it is automatically returned to the operator

Being called back automatically by an internal correspondent who is busy

If you call an internal terminal, and all its lines are busy, the display screen and an engaged tone will inform you of this.
You then have the **"automatic call back"** option - being called back automatically when the line is free.

1. Press the appropriate programmed key or dial the code for the **"Call back request"** function.
   The display screen will show that the call back feature is in progress.
2. Replace the receiver.

To cancel the request, dial the number a second time, and then hang up.

Camping on an internal correspondent who is busy

If you call an internal terminal, and all its lines are engaged, the display screen and an engaged tone will inform you of this.
You also have the option of going "camped on". Press the appropriate programmed key or dial the code for the **"Camp on"** function. As soon as the line you are calling is free, your call will be put through a second time.

Answering a night service bell

When the operator is away, all internal or external calls to the switchboard are offered generally to all extensions.
To answer, press the appropriate programmed key or dial the code for the **"Night service answering"** function.

Entering a programmed conference

At a prearranged time, you can join in a telephone conference of up to 29 people including yourself, both internal and external (depends on configuration).
A confidential access code will have been defined in advance by the participants. The number of digits in this code will be decided by your system administrator.
Dial the code for the **"Meet me conference"** function (*), followed by the confidential access code.
If you are the first to join the conference you will hear a waiting tone.
If not, you will join the conference and the display screen will show you how many people are taking part. You can leave the conference at any time by hanging up.

If there is no more room in the conference, you will hear the engaged tone.

Introducing a caller to the conference

You can introduce an internal or external caller to the conference by using the call transfer facility.
You are on line to a caller.

1. Dial the code for the **"Meet me conference"** function (*).
2. Then dial the confidential code for the conference.
   Your caller will automatically be put on hold.
3. or hang up to transfer your correspondent.

(*) in the case of a network conference, dial the number of the node on which the conference is being held before dialling the secret access code.

Mastered conference

Depending on the configuration of your system, this function enables up to 29 participants to be interconnected, either:

- by holding an automatic inclusion conference,
- by broadcasting a spoken or pre-recorded message over the correspondents' loudspeakers (announcement).

The conference is established by one user, the conference master, who is the only person who can call the participants in predefined lists.

For further information on this function, contact your system supervisor.

Calling a number from the system directory

Your terminal has access to a system directory of external numbers, using short codes.
Simply dial the short code.

Intrusion into an internal conversation

If you ring an internal number and find it busy, you may be able to intrude in the conversation. This only applies if you have authority to do so, and if that terminal is not "protected".

Press the appropriate programmed key or dial the code for the **"Intrusion"** function.
The display will announce that you have cut in.
If one of the three participants hangs up, the other two remain in contact.

Protecting yourself against intrusion

Dial the code for the **"Protection against beeps"** function.
Now make your call.
This protection ceases to apply once you hang up.

Calling a correspondent on his loudspeaker

If your internal correspondent does not reply, you may (if you have the authority to do so) "unhook" his phone by remote control.

Press the appropriate programmed key or dial the code for the **"Call announcement"** function.
This connects you directly to his loudspeaker.
If he wants to reply to you, he has to lift the receiver.

Hunt groups

Some terminals may be grouped together.
You can call any of the terminals by dialling the number of the hunt group.

Note: You can always call a specific terminal by dialling its individual number rather than the group number.

Temporarily leaving your hunt group

Press the appropriate programmed key or dial the code for the **"Set group exit"** function.

*Note: You will still carry on receiving all calls addressed to you specifically. To return to the group, press the appropriate programmed key or dial the code for the **"Set group entry"** function.*

Sending DTMF signals

In the course of a call, you sometimes have to send DTMF signals down the line (for example, if dealing with a bank service, an automatic attendant or a remote-controlled answering machine).

1. Press the appropriate programmed key or dial the code for the **"DTMF end to end dialling"** function.
2. Then dial the digits to be sent as DTMF signals.

This function ceases to operate when you hang up.

*Note: If you know in advance that you are going to have to send DTMF signals, you can prepare them in advance. Simply programme one key with the number you want to call, then the code for the **"DTMF end to end dialling"** function, followed by # and the digits to be sent. They will automatically be transmitted once the call is put through.*

Putting a caller on common hold

If you are one of a group, and you are in conversation with a caller on an internal or external line, you can put him on common hold.
You must have a key programmed with the **"Common hold"** function.
You can put your correspondent on common hold (icon ♫ lit up fixed) and then press this key to retrieve the call.

The fact that he is on hold is indicated to all other members of the group who have a common hold facility and will be indicated by a flashing ♫ icon.
Any one of them can then pick up his call by using their common hold key.

Calling an ISDN correspondent

You can have access to ISDN services.

1. ☞ ISDN
2. Then dial the number you want.

The icon relating to the ISDN key will remain lit throughout the call.

Sending a sub-address

You may need to add a four-digit "sub-address" to your correspondent's number, to get through to his fax machine, his computer or his telephone.

1. ☞ ISDN
2. Then dial your correspondent's number.
3. Dial * followed by the sub-address (max. 4 digits).
4. ☞ OK to confirm.

Sending a written message to an internal correspondent

The six messages programmed (depends on the installation) are:
Telex for you
1. Telex for you
2. Text for you
3. Fax for you
4. Consult voice mail
5. Consult text
6. Consult image

To send a message:
1. Dial the code for the function you want.
2. Then dial the number.

Calling an internal correspondent on his pager

If your correspondent is not answering his phone, but you know he has a pager: dial the code for the **"Paging request"** function.

The display screen will confirm that he is being paged.
You can also page the other person directly, by dialling the code for the **"Direct paging call"** function followed by his pager number.
He will be able to contact you from any phone in the company.

Call By Name

Type the correspondent's name, or the first few letters, on the keypad.
If the name entered does not contain any spaces, the search is automatically made on the name.
If the name entered contains a space (i.e. two words), the screen proposes two options: search by Name or search by Name/first name.

Press 1 for Name or 2 for Name/first name.
If the name entered contains two spaces (i.e. three words), the search is automatically by Name/first name.

In all cases:
Press ← to correct errors.
Press ↵ to run the search. The display proposes the first name found and indicates the number of matching records: Smith John 01/05.
Press SPCE or Ctrl + ↓→ to display the number for the name shown.
Press ↓→ and ↑← to scroll through the names found.
When the required name is displayed, press ↵ to call the number.
This process can be interrupted by pressing ☎
If the search is unsuccessful, the display suggests that the criteria be modified using key ←

MLA Configuration (Multi-Line Appearance)

Alcatel MLA offers a squared type of configuration that allows a number of MLA lines to appear at several terminals. Alcatel MLA provides the following features to all terminals which are members of the MLA group:

- simultaneous indication of an incoming call on an MLA line,
- answer the incoming call,
- place the call on Group Hold,
- retrieve a call on Group Hold,
- continuous status (supervision) of each MLA line via the line key icons.

Incoming call

A call to the group number is directed to a free MLA line and the status of this call is immediately visible on all group terminals (icon:). Either immediately, or after a designated delay, the call rings and call information (caller name, calling number, or trunk) is displayed at each group terminal.

To answer the call, press the corresponding key or pick up the handset. At the answering terminal, the icon changes to: . At the other group terminals, the icon ■ indicates that the corresponding line is now in use, and unavailable to other group members.

Calling using an MLA line

To place a call using an MLA line, press the key corresponding to a free line, and dial using any available dialing feature (keypad, speed dialing, etc.). Calls made using an MLA key reflect the directory number of your own terminal.

Group (Supervised) Hold - via MLA Key

To put a call on **Group Hold**, press the key corresponding to the MLA line (icon changes to: ♫). This call can be retrieved at any one of the group terminals by pressing the corresponding MLA line key (icon: ♫).

Private Hold

This function is only available if your set has a HOLD ***programmed key.***

You can place an MLA line on hold in such a way that no other group terminal can retrieve the call. This feature is named **Private Hold** (icon: ♫).

To use Private Hold, ☞ HOLD on your terminal during the call. Your party is placed on hold on the corresponding MLA key, but at other group terminals, the icon ■ indicates that the line is busy. To retrieve your party, press the corresponding MLA line key on your terminal.

Transferring calls

Between group members

In the course of a conversation, to transfer your party to another member of the group, place the call on group hold and then advise the group member via appropriate means (direct voice or station call) to pick up the MLA line.

To a user who is not a member of the group

Call the intended station, and then use the terminal soft key or pre-programmed key to transfer the call. After transfer, the MLA line on which the call was initially received becomes free (icon: □).

Consultation Call

If you are on a call on an MLA line, you can make a consultation call. To make a consultation call, press an available line key and proceed as when in a non-MLA configuration.

The first caller is automatically placed on Private Hold (icon:).

On the group terminals, the icon ■ indicates that the line corresponding to this MLA key is busy, and that other group terminals cannot retrieve the first party.

Incoming non-MLA calls

If your individual station number is called, this non-MLA call will appear only at your terminal. The incoming call information (caller name, calling number, or trunk) is displayed on your terminal.

FOR YOUR CONVENIENCE

Customizing your terminal

To help you when making everyday calls, you can select certain functions, create a personal directory, and programme the free keys.

To customize your phone [i] and then . The display screen will show you two of the functions you have available:

- [1] : to consult the codes for the **"Attendant call"** and **"Direct outside line"** functions.
- [2] : to programme the free keys or the directory.

If you want access to the third function,

- [3] : To check the identity of the terminal.

Programming the free keys or the directory relating to your terminal

To programme [i] and then

[2] and The display screen will offer you two options:

[1] : to programme a free key

[2] : to programme your personal directory

Programming a free key

The display will offer a set of functions to enable you to programme the free keys directly (see the list on page 36). Another set of functions is used when programming the free keys after dialling the code for the function you wish to activate.

Select a function, or dial a number or a function code.

Select the key you want to programme.

Programming your personal directory

Dial the internal or external number you want to store.
For external numbers, remember the initial number ("9" for UK.)

and select the key on the keypad that you want to allocate to it.

List of the functions available

- Broker call
- 3 party conf
- Intrus on busy
- CallBk request
- Camp on request
- LS announce
- Enquiry call
- Paging meet me
- Account code
- Pulse sending
- DTMF sending
- Malicious call
- Leave voice msg
- Camp on control

Programming your personal code

The default code for your terminal is 0000.
To choose or alter your personal code, dial the appropriate function code.
Dial your personal code and then the new code.
Each digit of the code is indicated by an asterisk.

Choosing a language

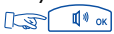
To choose the language of the visual display, dial the code for the **"Language"** function.

The display screen will offer you several possibilities (Scroll through them using).

For example:

F: French - GB: English - D: German - SP: Spanish - P: Portuguese - NL: Dutch - DK: Danish - I: Italian - A: Austrian.

Press the related numeric key to choose a language.

To confirm your choice, 

Making or taking a call without lifting the receiver (hands free)

Dial a number without lifting the receiver.

This automatically puts you into hands free mode.

Speak straight towards the front of the phone.

During the conversation, you can lift the receiver and continue without interruption.

To switch back into hands free mode, and hang up.

To answer a call in hands free mode,

Switching on the loudspeaker during a call

During a call, to activate the loudspeaker,

To deactivate the loudspeaker,

Adjusting loudspeaker volume during a conversation

to activate the loudspeaker, then or to adjust the volume (7 volume levels).
The loudspeaker volume level is indicated on the screen for a few seconds.

Adjusting receiver volume during a conversation

or to adjust the volume (7 volume levels).
The receiver volume level is indicated on the screen for a few seconds.

Switching off the microphone (mute)

You can turn off the microphone during a conversation, whether via the receiver or hands free. Press You will be able to hear the caller, but he cannot hear you, and the corresponding LED will flash.
To continue the conversation as usual,

Calling the last number dialled (redial)

The number will be dialled straight away, and displayed on the screen.

Adjusting the ringer

You can choose the melody your terminal plays (from among 16 options) and the volume level. With the phone idle:

To select a melody,

To adjust the volume level, and

To confirm your choice,

Adjusting the display brightness

Dial the appropriate code for the **"Contrast programming"** function.

To adjust the brightness level, and

To confirm your choice,

Note: if you have an earlier version, use keys 1 to 4 of the keypad (only 4 contrast levels available).

Changing the associate number

The associate number can be an extension number, a voice message service number or a pager number.

To change this number:
Dial the code for the **"Change associate number"** function then, following the instructions, dial your own personal code followed by the associate number.
To cancel this number, proceed in the same way, but dialling your own extension number instead of the associate number.

Identifying the terminal you are on

The screen will show the name and number of the terminal.

Programming an appointment reminder

1. Appointment reminder

1. Press the appropriate programmed key or dial the code for the **"Wake-up/appointment reminder"** function.
2. Tap in the time of the appointment, using the 24-hour clock: two digits for the hour, two for the minutes.
3. Tap in the number of the terminal that is to be called. If this is your own terminal, enter nothing.
4.

   At the prearranged time your phone will ring.
   The display screen will indicate that this is an appointment call.

5. Lift the receiver and replace it to acknowledge the call.

Note: to cancel the appointment call, follow the same procedure as when you set it up, using the code for the ***"Cancel wake-up/appointment reminder"*** *function.*

2. Multiple appointment reminder (from 2 to 4 appointments)

To program from 2 to 4 appointment reminders:

1. Enter programming mode by pressing the corresponding programmable key or dialling the code of the **"Appointment reminder"** function.
2. Follow the instructions of the voice guide.

To change or cancel one or more appointment reminders, use the same procedure.

Note: If you do not respond the first time, the system will ring you again. After the second attempt the call will be abandoned.

If your terminal is being forwarded to another, the appointment call will not follow.

"Do not disturb"

You can make your terminal temporarily inaccessible to all incoming calls (except from the operator).

1. Press the appropriate programmed key or dial the code for the **"Do not disturb"** function.
2. Then, when prompted, enter your personal code.
3. Wait 2 seconds or Your display will indicate **"Do not disturb"**.

To cancel this, follow the same procedure as when you set it up.

Forwarding calls when you are busy

1. Press the appropriate programmed key or dial the code for the **"Immediate forward on busy"** function.
2. Then follow the prompts to enter the number to which calls are to be forwarded. The display screen will acknowledge the forwarding.
3.

Saving a number, to call it later

The other person (internal or external) does not reply. Before hanging up,

The number you dialled will be recorded.

To ring it again later,

This number will remain in memory until it is used again, or until replaced by another one.

Hiding your identity

This applies if your terminal has access to ISDN facilities.
When you call an internal number, or an outside line that also subscribes to ISDN, your own number is automatically transmitted.
You have the option of hiding your identity before you call.
To do this, you need to have programmed a key with the code **"Secret identity"**.

1. Lift the receiver.
2. Press the appropriate programmed key.
3. Then dial the number you want.

To cancel this confidentiality, follow the same procedure.

Hiding your caller's identity

Whether your phone is being used or is idle, you can hide the identity of your correspondents. To do this, you need to have programmed a key with the code **"Identity display"**.

To activate or to cancel this function, press the appropriate programmed key.

Reporting malicious calls

If you answer a call and find it is malicious, you can report it.
Press the appropriate programmed key or dial the code for the **"Malicious call"** function. If the call came from an internal terminal, the fact will be reported to the system administrator.

If the call came from an outside line, it will be reported to the telephone company. The **"Malicious call"** facility remains available for a few moments even if the person hangs up immediately.

Allocating calls to customer account codes

Outside calls can be charged to customer account numbers.

1. Lift the receiver.
2. Press the appropriate programmed key or dial the code for the **"Business account code prefix"** function.
3. Then dial the appropriate account number.

4. Dial the prefix to access the public telephone network, followed by the number of your correspondent.

Finding out the cost of your last external call

Press the appropriate programmed key or dial the code for the **"Charging meter readout"** function.

The display screen will show you the length and the number of units or the cost of your last outside call, and also the total number of charge units or the total cost since the meters were last reset.

Calling an external "private" number

Even though private use of the phone may be restricted, you can make "private" calls by identifying them as such. They will be charged separately.

1. Lift the receiver.
2. Dial the code for the **"Private call"** function,
3. Dial your PIN code,
4. Dial your personal code,
5. Then dial the number.

Note: Private calls cannot be transferred to a different terminal.

Twin-set configuration

This configuration allows two terminals to be grouped under a single number.
Your terminal is the main terminal, while the other one, usually a DECT terminal, is the secondary one. Each telephone has its own directory number, but the twin set number is that of the main terminal.
When you receive a call, the two terminals ring simultaneously. When one terminal takes the call, the other stops ringing.
When all the lines of the main terminal are busy, the secondary terminal (DECT) does not ring.
The secondary terminal can always be called by its own number, but in this case the twin-set function is no longer taken into account.
Most functions are common to the two terminals, e.g. call forwarding, appointment reminder, the various messages, etc., but the others remain specific to each terminal, e.g. personal directory, automatic callback, out of service, padlocking the terminal, etc.

Note: when creating the twin set, all the programmed functions (call forwarding, call-backs, messages, etc.) are cancelled on both terminals.

For further information on this configuration, contact your system supervisor.

WHILE YOU ARE AWAY

Forwarding calls to another number

The other number may be your home phone, a portable, a car phone, or a different terminal such as the operator or your associate line.

1. (software release R3) or dial the code for the **"Immediate forward"** function.
2. Then dial the number of the phone that is to receive the forwarded calls. If it is an external number, first type the code for an outside line (e.g. 9).
   The display screen will show that the forward has been accepted (Programme recorded).
3. After two seconds, or by pressing your phone will return to idle.
   The display screen will show that calls are being forwarded, and to which number.

Note: You can continue to make outgoing calls, but only the forwarded number will be able to ring in to you.

Forwarding calls to an associate number

The associated number can be another extension number, the voice mail service number or the paging number.
If you have already defined an associate number (see **"Changing the associate number"**), you can forward your calls to this number in the following ways:

- to forward if you fail to reply within a set time,

- for immediate forwarding when your terminal is busy,
- a combination of both the above.

Press the appropriate programme keys. Alternatively, dial the associated function code.

Forwarding your calls to another number, when you are away from your desk (Forward on no reply)

1. Dial the code for the **"Forward on no reply"** function.
2. Then, following the prompts, dial the number to which calls are to be forwarded. The display screen will acknowledge the forwarding.
3.
   Calls will be forwarded if your terminal does not reply within a certain time.

Note: If your system permits, you may be able to forward calls to an outside number.

Forwarding calls to another number when your line is busy or you are away (forward on busy or no reply)

1. Dial the code for the **"Forward on busy or no reply"** function.
2. Following the instructions, dial the number receiving the forwarding.
   The forwarding is acknowledged on the screen.
3.

Note: If your system permits, you may be able to forward calls to an outside number.

Forwarding your calls, from a different terminal

Forwarding your calls from the terminal you are on (Follow me)

If you are temporarily in another room, and would like your calls to be forwarded to you. From the terminal you are on:

1. Dial the code for the **"Remote forward"** function.
2. Then, following the instructions, dial your own terminal number.
3. your terminal becomes inactive.

Forwarding calls from any other terminal within the company

You wish to forward calls from one terminal to another, from any terminal within the company:

1. Dial the code for the **"Remote forward"** function.
2. Then, following the instructions, dial the number of the terminal receiving the forwarding.
3. Dial your own terminal number.
4. your terminal becomes inactive.

Forwarding calls to a recorded message*

1. Press the programmed key or dial the code for the type of forwarding that you require.
2. Then dial the number of your company's voice mail service.
3. your terminal becomes inactive.

Cancelling forwarding

From your own terminal

1. Press the programmed key or dial the code for the **"Forward cancellation"** function.
2. your terminal becomes accessible to incoming calls once more.

From the internal terminal that is receiving your forwarding

1. Press the programmed key or dial the code for the **"Cancel follow me"** function.
2. Then dial the number of the terminal that is being forwarded.
3.

From any other terminal within the company

1. Press the programmed key or dial the code for the **"Cancel remote forward"** function.
2. Then dial the number of the terminal that is being forwarded.
3.

Note: Whenever you programme new forwarding, it cancels any previous forwards.

Selective forwarding

In multi-line mode, you can have a main number and one or more secondary numbers. Calls to your main number, and those to your secondary numbers, can be forwarded to different terminals.

1. SelPli (main number forwarding) or SelSLi (secondary number forwarding) or dial the code for the corresponding function.
2. Select the type of forwarding required.
3. Dial the number to receive the forwarding.
4. .

To cancel the forwarding, SelPli or SelSLi, and proceed as described on page 49.

Consulting recorded messages

together with a green LED indicate that you have messages waiting.

; the display screen indicates the number of new messages.

then to display the number of recorded messages (xx Msg Voice).

and follow voice guide instructions.

Consulting "call-me" messages

The icon together with a green LED indicate that you have messages waiting.

; the display screen indicates the number of new messages.

then to display the number of "call-me" messages (xx Msg Recall).

; the first person to be called back is displayed.

To call them,

To go to the next message,

To return to the previous message,

Note: the "call-me" message is erased when the callback is made (even if the correspondent does not answer), when you go on to the next message, and when you press *to leave message mode.*

Padlocking your terminal

This facility allows you to prevent any calls being made from your terminal, or any changes being made to its programming.
Press the appropriate programmed key or dial the code for the **"Padlock"** function.
To unlock your terminal, follow the same procedure as for locking it. Then follow the instructions and dial your personal code.

Forwarding your calls to your pager

This enables people to page you if you are somewhere in the building.

1. (software release R3) or dial the code for the **"Immediate forward"** function.

2. Then dial the paging number.
   The display screen will acknowledge receipt.

Replying when your pager sounds

If you are away from your office but still in the building, and your pager beeps, you can reply to it from any company phone.

1. Press the appropriate programmed key or dial the code for the **"Paging reply"** function.
2. Dial your own terminal number and you will be put through to the person who paged you.

Calling back the last internal caller whose call went unanswered

You can call the last caller back, even without knowing who it was.

1. Lift the receiver.
2. Press the appropriate programmed key or dial the code for the **"Last caller call back"** function.

The last caller's identity will be displayed.

Consulting the list of internal calls

When you are away, internal calls will be recorded (up to 10 calls).

The LED associated with and the green LED on your set indicate that messages are present.

; the display screen indicates the number of calls.

then to display the number of messages (xx Msg NO ANS).

; the identity of the first caller is displayed.

to display the date and time of the message.

To call the person back,

To go to the next message,

To store a message, (* is displayed in front of the caller's name)

Note: if you call back a correspondent who does not answer, the message is stored. A read message is erased if you do not call back the correspondent, if it is not stored, when you go on to the next message, and when you press *to leave message mode.*

Consulting the list of ISDN calls

When you are away, any calls from ISDN lines will be recorded, up to a maximum of 16.
The icon relating to shows if there are messages waiting.

; the display screen indicates the number of calls·

To consult the list,

; the display screen indicates the caller's number.

to display the date and time of the message.

To call the person back,

The display screen indicates the caller's number and the date and time of the call.

To go to the next message,

To store a message,
(* is displayed in front of the caller's name).

Note: if you call back a correspondent who does not answer, the message is stored. A read message is erased if you do not call back the correspondent, if it is not stored, when you go on to the next message, and when you press *to leave message mode.*

GLOSSARY

ALPHAPAGE CONNECTION
Connection to the Alphapage message service.

BROKER CALL
A function which allows you to hold two conversations at once, switching from one to the other.

CALL TRANSFER
A facility which allows you to transfer a call to another user within your company.

CONFERENCE
This facility allows you to switch from talking to two callers alternately, to talking with both at once.

DECT
A European standard: Digital Enhanced Cordless Telecommunication. DECT terminal: a cordless phone (Alcatel 4074 or similar) which meets this standard.

DTMF DIALLING
During a call, you may need to send DTMF codes, also called multifrequency codes. These are needed, for example, when using a bank service, an automatic attendant, or a remote-operated answering machine. Numbers you dial are transmitted on the outside line in the form of audible frequencies.

FILTER
A facility offered to a manager/secretary pair, allowing calls to the manager to be intercepted by one or more secretaries.

HOLD
A facility which allows you to keep a caller on hold while you perform a second operation, and then pick up the call again on the same terminal.

HUNT GROUP
A set of terminals which all have the same number in the phone book. A caller to this number will get whichever of the terminals in the group is free.

INTERCOM
A service which allows you to use your phone as an intercom to receive internal calls. The loudspeaker is switched on automatically.

INTRUSION
A facility which allows you to interrupt a call between two other people (at least one of whom is internal).

ISDN
Integrated Services Digital Network.

LINE KEY
A key which gives access to a telephone line.

MANAGER/SECRETARY
The range of special services such as filtering, forwarding, etc., between a manager's set and his secretary's.

MULTI-LINE TERMINAL
A phone which has at least two lines (at least two line keys).

NIGHT SERVICE BELL
A service often used after hours, which enables anyone to answer incoming calls.

PARKING
This service allows you to put a call on hold, and then pick it up again on any compatible terminal in the company.

PERSONAL CODE
This code acts as a password to control access to programming functions and for padlocking your terminal (0000 default).

PERSONAL DIRECTORY
A directory containing the phone numbers particular to the user of one terminal.

PICKUP GROUP
A facility which allows you to pick up a call coming onto a different terminal belonging to the same group.

PROGRAMMED CONFERENCE

At a prearranged time, you can take part in a telephone conference involving up to 29 internal and external callers.

SINGLE-LINE TERMINAL

A phone which has one line available to it (no line keys).

SUB-ADDRESS

To contact your correspondent's fax, PC or phone, you may need to add a four-digit "sub-address" to his number.

SYSTEM DIRECTORY

A directory containing all the abbreviated numbers available to all users within the company.

UNASSIGNED NIGHT CALLS

This facility enables you to answer incoming calls when the switchboard is not attended (General bell).

Precautions for use:

Caution, never bring your telephone set in contact with water. To clean your set however, you may use a damp cloth.
Never use solvents (trichlorethylene, acetone, ...) which may damage the plastic surfaces of your telephone set. Never spray cleaning products on your set.

If the terminal is used close to a strong source of electromagnetic radiation, slight modulation may be audible in the earphone.
Conformity: this terminal has been designed to be connected behind an Alcatel OmniPCX 4400 PABX. It comes in the SELV (Safety Extra Low Voltage) rank and conforms to the standard EN 60950.

The CE mark indicates that this product conforms to the following Council Directives:
- 89/336/CEE (concerning electro-magnetic compatibility)
- 73/23/CEE (concerning electrical safety)
- 1999/5/CE (R&TTE)

CE

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